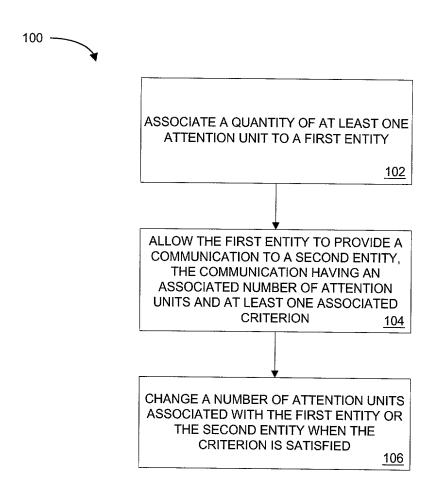
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150 —

ASSOCIATE A FIRST QUANTITY OF AT LEAST ONE ATTENTION UNIT TO A FIRST ENTITY AND A SECOND QUANTITY OF AT LEAST ONE ATTENTION UNIT TO A SECOND ENTITY 152

CHANGE AT LEAST ONE OF THE FIRST OR SECOND QUANTITIES OF ATTENTION UNITS UPON THE SECOND ENTITY'S HANDLING OF A COMMUNICATION FROM THE FIRST ENTITY 154

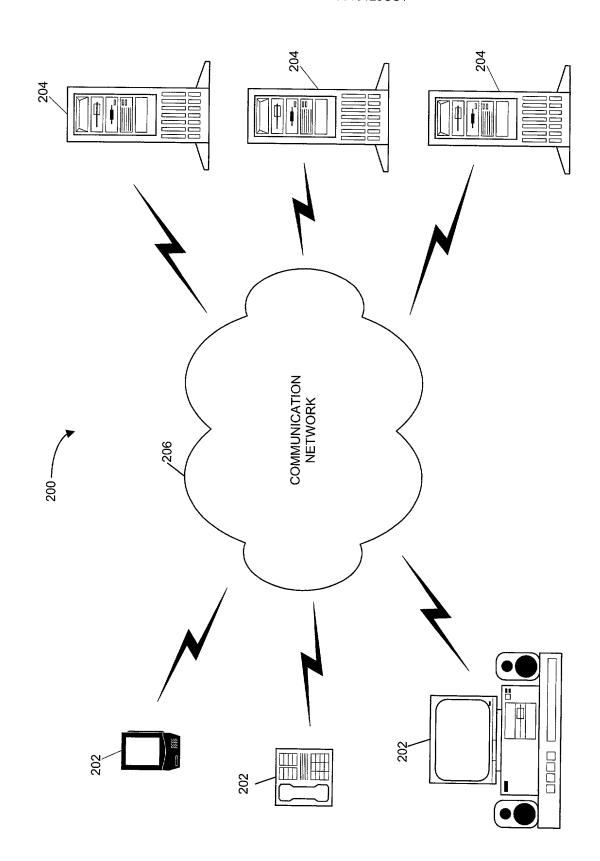


FIG. 3

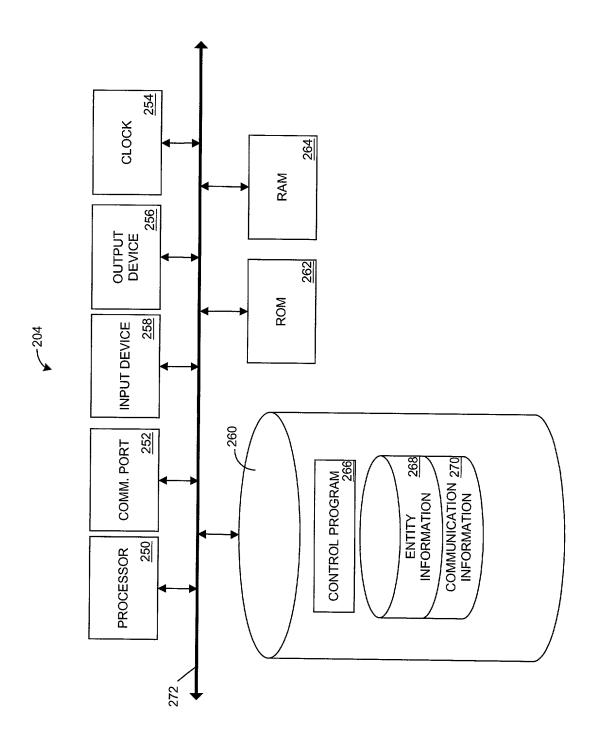


FIG. 4

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		300		
ENTITY IDENTIFER	ENTITY NAME	ATTENTION UNITS	COMMUNICATION IDENTIFIERS	
302	<u>304</u>	<u>306</u>	<u>308</u>	
E-123456	BOB JOHNSON	123	C-987654 C-876456 C-765432 C-567098 C-456234	
E-887766	SUE JONES	100	C-987654 C-876456 C-567098 C-456234	
E-567454	JOHN SMITH	110	C-987654 C-765432 C-567098	

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			400			
COMM. IDENTIFIER	SENDING ENTITY ID	RECEIVING ENTITY ID	TIME/ DATE	ATTENTION UNITS	CRITERION	STATUS
402	<u>404</u>	<u>406</u>	<u>408</u>	<u>410</u>	<u>412</u>	<u>414</u>
C-456234	E-123456	E-887766	1/10/01 1:23 PM	5	OPEN EMAIL MESSAGE	DONE
C-567098	E-567456	E-123456 E-887766	2/13/01 9:56 PM	15	RESPOND TO EMAIL MESSAGE	DONE
C-765432	E-123456	E-567454	2/25/01 4:14 PM	10	ACCEPT SCHEDULE REQUEST	OPEN
C-876456	E-887766	E-123456	3/4/01 10:19 AM	3	LISTEN TO VOICEMAIL MESSAGE	OPEN
C-987654	E-887766	E-123456 E-567454	3/12/01 5:30 AM	25	PREPARE REPORT	DONE